"Our Respond System is an important step in Burroughs commitment to be second to none in customer service."

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"Our Respond System is an important step in Burroughs commitment to be second to none in customer service."
“Our new Respond System is more than a service-dispatching system. It’s a comprehensive support system, with management involvement every step of the way.

“Your call to our Customer Service Center ties you into a computerized system that alerts successively higher levels of management. That way, your service needs are automatically escalated to the level that can get you back in operation. Fast.

“The System will be operating throughout the U.S. and in 18 other countries by year’s end. Results to date have been excellent. In one area, we have cut our ‘time to respond’ by better than 50% and service calls have decreased by a third.

“Our Respond System is part of a Burroughs commitment to earn the same high marks for innovative customer support as we have for innovative information systems and software.”

We’d like to tell you more. Call your local Burroughs office, or write Burroughs Corporation, Dept. BW-12, Burroughs Place, Detroit, MI 48232.

Burroughs